



Texas Department of Transportation

VEHICLE TITLES AND REGISTRATION DIVISION • AUSTIN, TEXAS 78779-0001 • (512) 465-7611

November 21, 2000

Registration and Title Bulletin # 105-00

To: All County Tax Assessor-Collectors

Subject: Vehicle Registration and Titling Update

PURPOSE

To distribute the notes from the presentation given by the Vehicle Titles and Registration (VTR) Division at the recent VG Young Institute in College Station, Texas.

DETAILS

Each year, VTR staff is asked to make a presentation highlighting the latest issues from the Texas Department of Transportation. The attachment contains the talking points presented on November 15, 2000. The matters addressed at that time included: Internet Vehicle Registration Renewal; Drivers Privacy Protection Act (DPPA); the Texas Performance Review; the Registration and Title System (RTS); Customer Service Issues; Legislative Issues; New Products; and Registration and Titling Future.

We understand that many of you were unable to attend VG Young because of schedules or budgeting constraints. Therefore, we are making the notes available so that you, too, can stay informed about the topics of interest within our agency; the notes will serve as a refresher for those of you who attended the session.

VTR CONTACT PERSON(S)

If you have any questions about this presentation, please contact your local VTR Regional Manager; or contact me or Mr. Darrel Hunt, VTR Deputy Director, at 512/465-7570.


Sincerely,

Jerry L. Dike, Director
Vehicle Titles and

Registration Division


Attachment


cc: Ms. C. Eloise Lundgren, PIO
District Engineers, Attn: PIOs
Administration
LAO, Attn: Steven Polunsky
John Gilmartin, V.G. Young
Richard Avery, V.G. Young



"An Update on Vehicle Registration and Titling"


Presented by: Jerry L. Dike, Director
Vehicle Titles & Registration Division
November 15, 2000





1999 VG Young Concerns

- Biggest Issue was Y2K!!!
 - TxDOT and VTR Information Systems staff helped to ensure a "non event"
 - TxDOT, VTR, and county staff were available to test RTS on 1/1/00
 - A big thank you to everyone for making Y2K the bug that never was



2000 VG Young Theme

- "Promoting Professionalism in Public Service Through Education & Teamwork"
 - VTR and Tax Office Relationship offers many examples... especially RTS implementation
 - Those who chose to implement made a tough decision... and we salute you!
 - Exemplifies professionalism, partnership and team work to improve public service for all taxpayers

2000 VG Young *Presentation Overview*


- Internet Registration Renewal
- Driver's Privacy Protection Act (DPPA)
- Texas Performance Review
- Registration & Title System (RTS)
- Customer Service Issues
- Legislative Issues
- New Products
- Registration and Titling Future

Internet Registration Renewal *TxDOT's Goal*

- Goal: To assist designated and participating counties in the Internet Registration renewal process by developing a uniform method for registered vehicle owners to renew their vehicle registration via the Internet.....


Internet Registration Renewal *Implementation*

- Online Renewal Project
 - www.texasonline.com
 - Phase I Implementation kicked off in Harris County on 9/30/00
 - Lubbock County on 11/3/00
 - Brazoria, Montgomery, Liberty Counties on 11/10/00
 - \$2 fee for users + \$1 mail-in fee




Internet Registration Renewal *State's Responsibilities*

- Key State Responsibilities:
 - Select a third party vendor to develop and maintain a web page and necessary links
 - Quality control/quality assurance of third party vendor
 - Coordinate with counties to ensure uniform and acceptable Internet registration practices and procedures
 - Fund development ++




Internet Registration Renewal *County's Responsibilities*

- Key County Responsibilities:
 - "Opt-in" to Internet if desired
 - Utilize e-mail, ISP
 - Communicate via e-mail, phone:
 - Third party vendor
 - Customer
 - Insurance provider
 - Mail renewal sticker to vehicle owner in timely manner




Internet Registration Renewal *Results*

- Mixed Results in Harris County
 - 283 renewals in first month, 327 to date
 - County interface didn't work for a week
 - Close-out didn't work for 13 days
 - Funds transfer didn't work for 11 days
 - E-mail notification didn't work for 15 days
- All issues have been resolved! *
- * TWO BEING IMPROVED:
 - County Reports; Bank Deposits




Internet Registration Renewal *Expansion*

- Last pilot county (Galveston) goes online sometime in November
- Statewide implementation late Nov.
- Other interested counties should send a letter to their Regional Manager
- Process being handled/coordinated by VTR Field Operations



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DPPA *Key Changes*

- Amendments to federal privacy law in October 1999
- Release of ALL records restricted
- ALL records must be treated as fully opted-out
- Release/use of personal information for bulk distribution is prohibited

DPPA
Key Changes


- NON-personal information may be released
- Personal information will only be released:
 - To the subject of the record
 - Upon certification for a permitted use
 - To a requestor who presents "express written consent"

DPPA
Key Changes

- Social Security Number still only used by the Attorney General's office and the Dept. of Human Services and is NOT RELEASABLE


DPPA
TxDOT Actions

- IMPLEMENTATION = DECEMBER 1
- Revise contracts with purchasers of our records
- Complete necessary programming
- Preparing detailed RTB (coming soon)
- Revise Forms
 - VTR-275 (Request for Vehicle Information)
 - VTR-386 (Authorization for Release of Personal Information)




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Texas Performance Review *Purpose*

- Legislatively mandated review of TxDOT operations by State Comptroller's Office
- \$1 Million study funded entirely by TxDOT




Texas Performance Review *VTR Areas Studied*

- Internet registration
- One-stop shops for registration & titling
- Non-negotiable titles
- Electronic liens
- Fleet registration
- Titling and registration training
- IRP audits (apportioned vehicles)
- Imaging of title histories




Texas Performance Review *Results*

- Report was due by 11/1/00, but still no results
- VTR will share results via RTB when available




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Registration & Title System *Short-Term Enhancements*

- Version Release 4.1.6
 - Scheduled distribution in 12/00
 - New DPPA requirements
 - Inventory history reports
 - DTA fix (county number)




Registration & Title System
Short-Term Enhancements

- Version Release 4.2
 - Scheduled for Spring 2001
 - Funds remittance/reconciliation
 - Hard stop revisions ("refund pending" and stolen remarks)
 - Auto clears I/M flags upon renewal
 - Accommodates multi-year registration
 - Modifies the default on several screens



Registration & Title System
Other Enhancements


- Version 4.3 (Est. August 2001)
 - Changes required by 1999 legislative session (seasonal agriculture registration, title only transactions)
 - Changes required by 2001 legislative session



Registration & Title System
Project RACER


- R = Registration & Title System
- A = Alternate
- C = Computing
- E = Environments
- R = Recommendations

(RACER best described as "RTS II")




Registration & Title System *Project RACER*

- Will Address Several Areas of Concern:
 - Operating System (OS/2)
 - No support from third party vendors
 - Limited future with regard to enhancements
 - Point of sale programming language
 - No support from the vendor
 - Very few skilled programmers
 - Network Architecture
 - Department of Information Resources (DIR) recommends TCP/IP




Registration & Title System *Project RACER*

- Project Time Lines
 - Bids due 11/20/00
 - Interviews with selected vendors 12/16/00
 - Contract should be awarded Feb. 2001
 - Estimated 3-year project
 - First two years = architectural change
 - Final year = Internet interface




Registration & Title System *Project RACER*

- RTS Isn't Broken... But it Also Cannot be Improved Adequately Without Changes
 - Enhancing the system while using the current language puts the entire system at risk




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- Legislative Issues
- New Products
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Customer Service Issues *Regional Office Recap*

- Sept. 1, 1999 to August 31, 2000
 - 492,000 walk-in customers (up 6%)
 - 932,000 phone calls answered (+ 250,000 calls by Customer Help Desk)
 - 365,000 OCOs issued
 - No net increase in full-time employees
 - Retirement of two experienced managers (Don Burnell, WF and Ron Stone, BMT)



Customer Service Issues *Parking Lot Survey*

- 1999 Results (System Matches)
 - 97% of license plate numbers
 - 96% of registration sticker months
 - 94.5% of registration sticker years
 - 93% of registration sticker numbers (28% in 1996)

Customer Service Issues <i>Parking Lot Survey</i>			
	'99	'97	'94
Current reg. stickers	96%	94%	94%
Current inspection	97%	96%	NA
License plate matches	97%	97%	90%
Year system matches	95%	88%	70%

Customer Service Issues <i>Title Tabs</i>	
<ul style="list-style-type: none"> • Implemented in 1996 after "permissive" statute was passed • Tax collectors recommend eliminating title tab, focus groups say "move it" • Meeting with legislative sponsor happening soon 	

Customer Service Issues <i>Apportioned Vehicles</i>	
<ul style="list-style-type: none"> • Pilot Project to Process Apportioned Applications as "Title Only" <ul style="list-style-type: none"> • Processed after 5th day of receipt from the county • Clears out large number of apportioned applications awaiting cab cards • RTB forthcoming 	

Customer Service Issues

Special Plates

- Review Team Has Completed its Task
 - Included personnel from VTR HQ, regional offices, and counties
 - Form simplification underway (Instructions, separation of plate types)
 - Disabled Veteran license plates issuance has been staggered
 - Regular exempt plate issuance to be moved to counties (who will collect \$1.90)

Customer Service Issues

Special Plates

- "License Plate of the Month" coming soon
 - VTR will highlight one specialty plate/mo.
 - VTR Public Information Office will publicize and prepare news releases if counties wish to use
 - Will start with personalized plate, followed by collegiate plates, and top sellers

Customer Service Issues

Special Plates

- Digital License Plate Machine to be Purchased
 - Will enable VTR and county tax offices to better serve customers
 - 24 hr. turnaround time on any special plate
 - Will be set up and run from Huntsville
 - Will enable VTR to get into the business of selling souvenir and replica plates

Customer Service Issues *County Training*

- ⊗ Regional Offices Ready to Assist
 - Have purchased projectors and lap tops for offices to share
 - Variety of registration and titling training available
 - Counties can also request "customized" training to meet their needs
 - Contact your regional manager

2000 VG Young *Presentation Overview*

- ⊗ Internet Registration Renewal
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- ⊗ Customer Service Issues
- ⊗ **Legislative Issues**
- ⊗ New Products
- ⊗ Registration and Titling Future

Legislative Issues *HB 3014 Status*

- ⊗ Additional \$1 fee in counties with 50K+ vehicle registrations (1999)
- ⊗ For automated system/new technology
- ⊗ Began collecting money in Sept. 1999
- ⊗ \$14.5 Million in FY 2000
- ⊗ Money not yet appropriated to TxDOT
- ⊗ Can begin spending in Sept. 2001

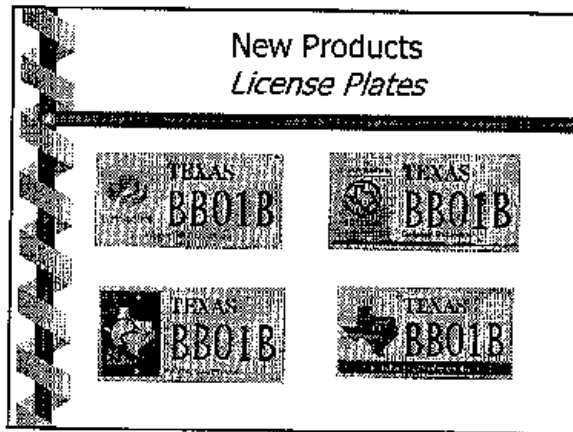
Legislative Issues *Possible Upcoming Laws*

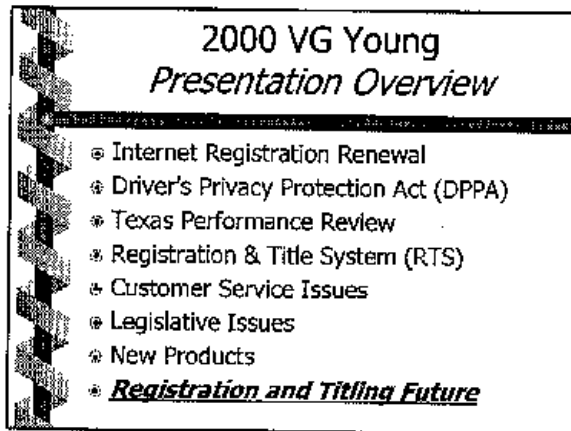
- Several key areas MAY be affected:
 - Electronic Lien & Title
 - DPPA
 - Creation of new specialty plates
 - Seasonal use of cotton plates
 - Special purpose fees added to registration (call boxes, etc.)
 - Add vehicle color on title

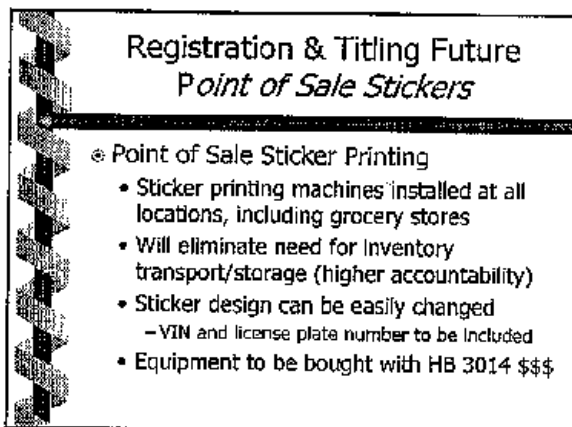
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New Products *License Plates*











Registration & Titling Future *Other Projects*

- New Types of Service
 - More Internet transactions/services
 - Electronic lien and title (if legislated)
 - Fleet registration (if legislated)
 - Kiosks
 - Telephone registration



VTR Staff Recognized *2000 Star Award Winners*

- Field Operations: Barbara Ward,
Longview Regional Office Manager
- Headquarters: Mary Davenport,
Special Plates Branch Customer Service
Manager



"An Update on Vehicle Registration and Titling"

Question & Answer Session

